

Concierge Wealth Management: Service Agreement

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Terms of Engagement

Concierge Wealth Management Ltd is a firm of financial planners and an Appointed Representative of Best Practice IFA Group Limited, which is a network that promotes a high level of market standards through the provision of back-up resource, technology, training and support. Best Practice IFA Group Limited is authorised and regulated by the Financial Conduct Authority. The registration number is 223112 and a full list of Appointed Representatives can be found on the FCA register.

Introduction

This document is aimed at providing you with a brief overview of our firm and to introduce our services to you in more detail, from which you may then select the service and remuneration package that best suits your needs. We will discuss this with you so that you fully understand what is offered and how it will benefit you. Should you have any questions on any element of this please do not hesitate to ask us.

Advice Services

The firm is authorised to advise on and arrange Life Assurance, Pensions, Investments, and General Insurance and Mortgages (covered by a separate agreement). We are bound by the rules of the FCA.

We offer advice on an “Independent” basis. This means that we provide unbiased, unrestricted advice based on a comprehensive and fair analysis of the applicable market, giving due consideration to the full range of retail investment, pension and life products available in the marketplace which may be suitable for you.

Call Recording

All telephone calls are recorded for regulatory and training purposes and these will be referred to as part of our advice records. All call recordings will be used to minimise ambiguity in our discussions or instructions received and are encrypted for security and integrity purposes. These records will be kept in line with regulatory and statutory requirements and will be retained for a period of at least 6 years.

In order to meet our regulatory obligations; calls concerning advice and transactions may not be carried out via our adviser’s mobile phone number, and any such calls will need to be conducted through the recorded office number stipulated.

Advice Options

We offer a variety of advice options including:

- ✓ Execution only (for one-off transactions instructed by you)
- ✓ Focused Advice (approaching focused aspects of financial planning only)
- ✓ Full Advice (Full Financial Review based on all aspects of financial planning)

We will confirm which of these advice options will be provided prior to your agreement to proceed and where you have elected for a Focused Advice service; we will provide information about the types of product and areas of advice that we will consider for our recommendation.

Transacting Business

By signing these terms of business, you are giving your adviser permission to accept paper, electronic and verbal instructions to transact business on your behalf. This will be especially relevant to switching investment funds. Verbal instructions will only be taken where we have call recording facilities available. Any instruction received will be considered genuinely given and duly authorised.

Termination

You or we may terminate our authority to act on your behalf at any time without penalty. Notice of this termination must be given in writing. The termination will be without prejudice to the completion of transactions already initiated, if this is the case. Any transactions effected before termination are due a proportion of any charges for services accrued and shall be settled to the date of notification. Once signed, this agreement shall apply until it is superseded, replaced or terminated.

Client Money

The firm does not handle client money. We never accept a cheque made out to us (unless it is a cheque in settlement of fees, charges or disbursements for which we have sent you an invoice, which would be made payable to Best Practice IFA Group Ltd) and we do not handle cash.

Customer Classification

Each client with whom the firm does business is categorised to identify the level of regulatory protection applied. We believe in providing our clients with full regulatory protection and we propose to classify you as a 'Retail Client' for investment purposes. Where you have been classified as anything other than Retail, this may affect the level of protection available to yourself from the Financial Ombudsman Service, though these restrictions will be highlighted to you at the time of classification.

Investment Objectives and Restrictions

Following the issue of this document, any subsequent advice or recommendation offered to you will be based on your stated objectives, acceptable level of risk and any restrictions you wish to place on the type of investments, policies or companies you are willing to consider. Details of your stated restrictions and objectives will be included in a *Suitability Report* we will issue to you to confirm our recommendation. Unless confirmed in our initial discussion, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

Data Protection

We collect and process your personal data (as such term is defined in the EU General Data Protection Regulation 2016/679 ("GDPR")) in the course of providing our services. We are a data controller (as the term is defined in the GDPR) of such personal data. Full details of how we process personal data can be found in our Privacy Notice at www.conciergewealth.co.uk

We may collect and process personal data in relation to your health where you provide this either in a written application or by speaking with an adviser. This data will be collected and processed in accordance with our Privacy Notice and used solely for the purpose of researching and advising on one or more products to suit your needs and assisting you with the application for and ongoing management of such products. We may also pass this data to Best Practice IFA Group Limited and third party service providers so that they may carry out the services that they provide to us. In order to collect and process this data, we require your consent by signing this document or by signing the separate GDPR Consent Form provided to you if you. This consent can be withdrawn at any time. **Please note that we cannot provide a full range of services without such consent, and withdrawal of consent is likely to require us to cease providing our services to you.**

Please tick this box to confirm you understand and consent to our processing of personal data relating to your health and our passing such special category data to Best Practice IFA Group Limited and third party service providers.*

From time to time we send our clients information promoting our services, or other similar services in which we believe you might be interested. If you would prefer not to receive this information, please tick the box below. Alternatively, please contact The Data Protection Officer on 01403 334455 or in writing at Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP.

Please tick this box if you do not wish for us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.*

*where client is under the age of 16 consent must be given by either the parent or legal guardian for this data to be processed.

Material Interest

Occasions can arise where we, or one of our customers, will have some form of interest in business that we are transacting for you. If this happens, or we become aware that our interests or those of one of our other customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions and detail the steps we will take to ensure fair treatment. We have arrangements in place to ensure our clients are treated fairly, and we have a conflict of interest policy in place to help us manage the risks. You may ask for a copy of

this policy at any time. This is intended to operate, monitor and maintain effective organisational and administrative arrangements with a view to taking all reasonable steps to prevent conflicts of interest.

Benchmark Capital

Best Practice IFA Group, of which we are a member, is part of Benchmark Capital Limited, which is majority-owned by Schroders plc. In the interest of disclosure, the companies that fall under Benchmark Capital Limited include Fusion Wealth Limited, Fusion Funds Limited and Bright Square Pensions which may feature in recommendations made to you. Additionally, as Benchmark Capital is associated with Schroders, you may receive advice recommendations for funds that are managed by Schroders (including Cazenove Capital Management). Fusion Wealth offer a discretionary fund management investment solution which may contain funds associated to the Schroders Group where the funds help to meet the objectives of the model, Fusion Wealth also offer a range of investment funds. For clarity the use of Fusion Wealth or its investment solutions, Fusion Funds, Bright Square Pensions Schroders or Cazenove funds is not mandated and would only be used where it is a suitable solution to your financial objectives. All recommendations are made for the best interest of our clients, not the business, and Benchmark Capital group aims to create cost effective solutions and efficiencies which can benefit both consumers and our members. A board of directors have been appointed to maintain oversight and control of the companies within Benchmark Capital, and procedures are in place to monitor and safeguard our consumer's best interests.

Right to Cancel

We will inform you of your statutory right to cancel and the timeframes applicable in which to cancel, for life or pension contracts this is usually 30 days. However, there will be occasions where no statutory rights are granted, although this will be explained before any contract is concluded.

Complaints

Our complaints procedures are available on request. If you wish to register a complaint, please contact us in writing to The Compliance Director, Best Practice IFA Group Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Alternatively, you can telephone 01403 334455. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS) further details of the FOS can be found at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Compensation Scheme

We are covered by the Financial Services Compensation scheme (FSCS) if we cannot meet our obligations. This is dependent upon the type of business, the circumstances of the claim and the eligibility of the claimant. Most types of investment, insurance, pension business and mortgages are covered by the FSCS up to specific limits, generally these limits are:

- Investments** – most types of investment business are covered for up to a maximum of £85,000.
- Pensions** – most types of pension business are covered for up to a maximum of £85,000.
- Insurance** – most types of insurance contacts are covered for 90% of the claim, without any upper limit.
- Mortgages** – advising and arranging is covered up to a maximum of £85,000.

Further information about this compensation scheme arrangement and limits that apply to the various types of business can be found on the FSCS website - www.fscs.org.uk or by contacting them on 0800 678 1100.

Law

These Terms of Business are governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

Regulation

MIFID II has introduced the requirement for Legal Entity Identifier's (LEIs) to be obtained for clients who are companies, charities or trusts. If you are a client who is a legal entity or structure, including a company, charity or trust, you will need to make arrangements to obtain an LEI code if you want the firm to continue to act on your instructions or make a decision to trade on your behalf from 3 January 2018 onwards. Your adviser will be able to provide further guidance on the application process.

Our Services

It is important that you know what to expect in terms of the services we provide, and that you understand our commitment to you in the provision of those services. We intend to be professional, clear, and fair in our dealings with you, and will always ensure that any service or advice provided is in your best interests.

Initial Consultation

We will meet with you face-to-face or via a web / telephone conference to discuss a summary of your circumstances, the way we work, and the benefits of professional financial planning. We will discuss any aspect of your financial arrangements important to you and in order of your own chosen priority. We will offer generic guidance on any crucial areas of concern and help you understand the benefits available to you, once we are fully engaged.

You can choose to complete this stage by telephone, virtual meeting, your home (if suitable) or at our own offices in Shoreham by Sea. No costs will have been incurred by you. The meeting time of up to 45 minutes is without charge or obligation on your part and is provided at our own cost.

Before we arrange this meeting, it is an advantage for you to provide us with certain information to ensure that our full service is scalable to your requirements and appropriate. This will include:

- Information to meet our regulatory requirements – including proof of your address and identification;
- Details of your income and expenses supported by appropriate documentation (tax records, payslips, company accounts);
- Details of your assets and liabilities;
- A completed risk questionnaire (if appropriate);
- Existing policy, plan, or investment information (if appropriate);

You can choose to meet without providing this information, but the meeting may not be as productive, and the collation of this information will be at your cost if completed after the initial meeting without charge.

The consultation will close with a summary of our findings, and our suggested next steps toward a tailored and realistic solution to your needs. There is no obligation to proceed at this stage and for this meeting and no costs will have been incurred by you.

Engagement

If you wish to engage us, we will ask you to formalise your permission to commence chargeable work for you by signing this agreement. At this stage, we will begin to undertake the process of thoroughly analysing your current position based on our extensive knowledge of financial markets, and diligently researching potential solutions for your needs. This will generally begin with contacting existing plan providers (where necessary, and with your express consent) to capture any existing policy, plan or investment information very accurately. If you wish, we can spend time answering your technical questions regarding your existing plans.

We will ensure we understand your personal circumstances and gain a deeper appreciation of your aspirations, priorities, views and objectives, and in terms of your financial future. We are likely to meet again to complete a **Confidential Financial Review** to assess and document your situation including income & expenditure, assets and liabilities and tax circumstances. Most importantly, we will have a detailed discussion about financial risk and make some fundamental conclusions on which to base our advice.

Research, Analysis & Recommendation

Once we have considered your arrangements and circumstances we will provide the details of our findings, comment on the strengths and weaknesses of your plans and our broad expectation of how you can meet your overall needs.

We will diligently research solutions to meet your set objectives. When we have all the information we require, a detailed advice report will be created to document a detailed picture of your current position and offer a comprehensive recommendation for the solution we believe to be in your very best interests. We will arrange to meet with you once more, to discuss our recommendations, and present the report step-by-step. You may wish to give the detail due consideration before agreeing to move forward to the next stage.

Implementation

Once you feel that you can make a fully informed decision to proceed, and you have given us your consent to do so, we will begin the process of implementing our recommendations. We will assist you in completing all the relevant forms and ensuring your applications are processed by the relevant investment houses and providers in an expedient manner.

Ongoing Review Services

Depending on the size and complexity of your investments, you may or may not require ongoing management services. These services are optional, and once implemented, can be cancelled should our ongoing management services no longer be required. It is important to be aware that, in the absence of a specific agreement to provide you with ongoing services, your portfolio will not be monitored unless you contact us to ask for a specific service.

Executive Assistant

On engagement, you will be nominated an **Executive Assistant** to support you and your adviser through each stage noted above. Your assistant will contact third parties, chase policy providers, write letters or make enquiries on your behalf. They will provide general personal assistance throughout the advice process. The objective of your Executive Assistant is to ease the administrative burden for you throughout.

Discretionary Management Facility

Where suitable, we will offer you the opportunity to run your investments on a discretionary basis. This means that your portfolio will be managed in real time as there is no need to advise you every time an underlying change needs to be made. The obvious benefit of this approach is that trading can be done easily and efficiently and dealing charges will, in most cases, be reduced.

Where you would like to apply for this service you will need to sign a discretionary agreement and we will inform you if there are any additional fees to pay.

A 'Comprehensive Plan'

Where a full advice option has been agreed, we aim to provide you with full and comprehensive advice rather than limiting it to one product. This means that we will consider how all your plans and investments overlap and interact with one another to formulate the most efficient strategy for your needs. This can be concisely summarised by the phrase "the whole is more than the sum of its parts".

To construct an all-encompassing financial plan for our clients, we will consider Mortgages, Income Protection, Life & Illness Protection, Pensions, Savings, Investment, Taxation and Trusts within a full advice proposition.

How We Charge

You will always know our fees before you decide to proceed. We do not hide our costs and we have a transparent charging structure, so you can be sure we are working efficiently for your benefit.

Our fees are based wholly upon the provision of our qualified and professional expertise. Fees charged reflect the time taken to analyse your circumstances and create an appropriate strategy going forward, the provision of a report to communicate this strategy to you, and our firm's exposure to regulatory, commercial and financial risk.

Cost of Initial Services

Generally, our clients have capital to invest. They either want to invest lump sums or have existing contracts that need to be reviewed and possibly reinvested by encashment or transfer. Therefore, our standard charge is based on the value of the investment to reflect the nature and scale of our professional liability and expertise associated with the provision of advice. In this situation our fee basis is as follows:

Initial Consultation (1st meeting)	An initial telephone/web meeting or in person appointment at your home or our offices without charge or obligation. We expect the meeting will last no more than 45 minutes.
Advice Fee - for all necessary research, recommendations and comprehensive advice report. For exploration & analysis we charge a percentage fee based on the size of your investments	1% of the value of the investments we advise you on (minimum £1,250 for investment advice / £2,250 for annuity related advice). This covers the costs of data collation (including from third parties), factfinding, analysis, our research and culminates in the creation of our advice report. The charge is applied on your decision to proceed with our services and payable on the completion of our report. Should you change your mind our fee will default to an hourly charge basis (as detailed in the applicable section below) and becomes due immediately.
Execution Fee	Nil – evoking our assistance to proceed with our advice as detailed in the advice report is available without charge
Fees for ongoing management services	A charge based on the value of your investments between 0.85% & 1.0% of portfolio value, based on a sliding scale and at a minimum charge of £750 per annum

Decency Charge & Minimum Charges

Regardless of investment values, we apply a cap to overall initial charges of £50,000. Our minimum fee for any investment advice culminating in the provision of a recommendation report is always £1,250. The minimum fee for annuity based advice is £2,250.

Hourly Charged Work

Often our standard charge process may not be suitable, or it may not be conducive to apply charges as detailed above. An example may be where you seek generic advice or require an opinion on existing contracts only, or do not intend to engage us or implement any advice. We also expect work for regular premium contracts and review work distinct of our ongoing management service will be charged on an hourly basis.

In such cases, we will charge you at an hourly rate of £150 per hour or part thereof for advisers. Administration and paraplanning services will be charged at a rate of £85 per hour or part thereof.

The time taken to research a typical and non-complex regular premium contract, to collate the information and devise an appropriate advice report, may take anything up to 6 hours for an adviser (including a personal financial review) and 5 hours administration and paraplanning. This would incur a fee of £1,325, as example.

You can ask us to cap our hourly charged work and we will provide you with an estimate in writing before we commence services. For the provision of an advice report, the minimum fee is always £1,250.

Generic Services

You may require an opinion, guidance or administrative work completed on your behalf, but not a comprehensive advice report or specific recommendations. If this circumstance occurs, our minimum fee of £750 **will not apply**, but you will be charged on the hourly fee basis. Please note that generic services (not expected to conclude in product intermediation) is chargeable to VAT.

Invoice Procedure

As detailed, we will provide 45 minutes with an adviser without charge or obligation (see Initial Consultation section). Once we provide an outline of our services and you choose to proceed, we will agree to commence chargeable services. This fee will be payable on presentation of our findings and in reference to the advice report provided to you. You do not have to implement our recommendations but must understand **you have agreed to pay for our advice**. There is no subsequent charge for us to assist you in the implementation of our advice as we accept the professional

liability of our recommendations in the provision of a report alone. You are paying for our expertise, experience and knowledge, not the commencement of products.

Fees can be settled by cheque or bank transfer, or where you choose to proceed to implementation, there *may* be the option to have the fees settled by your investments on your behalf. For certain tax relieved plans (such as a pension) this can be very tax efficient. Once we have completed our research, we will advise you if this is possible prior to invoicing you. For the sake of clarity, once you have engaged us to proceed with advisory services, fees will be payable by you personally regardless of our findings or recommended course of action.

An example of the process for a £250,000 investment would be:

1. An initial meeting at our offices without charge or obligation. This meeting is for up to 45 minutes. We will discuss your needs and our services. There will be some strategic guidance and we expect to be able to offer you some indication of our expected advice, prior to full research. At the end of this meeting you will need to decide whether you require chargeable services.
2. Once you agree to proceed, we will ask you to sign this *Client Agreement* and a personalised fee agreement. The fee will be 1% of your investment value (on an agreed date), unless we agree you are to be charged hourly, in which case you may choose to cap the number of hours work or our total fee. The minimum advice fee will always be £1,250.
3. If you have chosen our full service, you will be provided a detailed advice report within 15 working days and we will arrange another meeting in person to discuss our recommendations.
4. You can choose to implement our exact recommendations or decline to proceed. Should you choose not to proceed the fee of 1% (totalling £2,500 in this example) will now become payable. Should you choose to implement our advice which includes transferring a pension related fund, the fee may be able to be funded through your new contact tax efficiently.
5. You can choose to pay for our ongoing advice service as detailed below.

What is not included in our fees?

Will writing, advice on trusts and complex tax calculations/advice. In addition, we will pass on any third-party expense such as Capital Gains Tax (CGT) reporting or third party discretionary management fees which we may be invoiced on your behalf. If we do need to charge you for any of these services a fee will be agreed with you in advance. Neither our firm nor our employees are qualified to render legal or accounting advice or to prepare any legal or accounting documents. It is hereby understood and agreed that the onus is on you, the client, to refer to a solicitor or accountant any point of law or accountancy that may arise during discussions with us.

Refunds and Cancellation Policy

Initial fees are payable on the presentation of our advice to cover the cost of our services, expertise and overheads and therefore once an advice suitability report is created refunds are not available in normal circumstances. Implementation fees are only payable once we have completed the transfers / changes to your investments and therefore refunds are not available in normal circumstances. Fees paid in respect of regular or annual services are not refundable. However, any ongoing services may be cancelled upon request. Please also see "Right to Cancel" above, in respect of cancelling individual products or policies.

Should a refund be required due to any element of dissatisfaction on your part, this should be approached via our normal Complaints procedure as outlined above. We will try to resolve the issue to your satisfaction, which may include offering a discretionary refund or partial refund.

Mortgage Advice, Brokering and Arrangement

We have a separate agreement for mortgage brokering services available on request.

Life Assurance, Critical Illness, Income Protection Plans, Private Medical Insurance and Other Insurances

We have a separate agreement for insurance brokering services available on request.

Cost of Ongoing Review Services

These services apply to pension, savings & investment funds only. An ongoing management service is not available for mortgage and protection arrangements; however, you can contact us at any time to request a review of non-investment plans.

Where you do invest sums of money, it is important to consider how these should be managed going forward. We can provide an ongoing review service designed to expertly maintain and monitor your portfolio. The benefit of this is to ensure that your objectives and attitude to risk are correctly aligned with your holdings over an extended period. In addition, ongoing advice services ensure that developing and future financial objectives are considered.

Furthermore, aspects of your financial arrangements can change over time, including your goals and risk profile as well as the underlying risk characteristics. Ongoing management service can help adapt and position your arrangements to manage such changes and influencing factors.

The availability of some services is dependent upon the type of financial plan we implement for you. Please note that with funds under management, as the funds grow and the value of your investment increases, so will the charge applicable.

There is a minimum charge for this service of £750 per annum. Investments will be charged at fee scale as detailed below, with any remaining fee due changed to you directly at the time of review.

Scale of Ongoing Management Fees

Tier 1	Tier 2
£0 - £999,999	£1m and over
1.0%	0.85%

Initial Charge & Ongoing Service Fee Examples

Example 1	Example 2	Example 3
Investment of £50,000	Investment of £450,000	Investment of £1,000,000
Initial charge of £1,250 (being our minimum charge for advice), payable on the provision of our advice report	Initial charge of 1% @ £4,500 payable of the provision of our advice report	Initial charge of 1% @ £10,000 payable of the provision of our advice report
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TOTAL FEE £1,250	TOTAL FEE £4,500	TOTAL FEE £10,000
-----	-----	-----
Ongoing Service Charge - Not available as value too low. Review services can be provided on request and charged at standard hourly rates	Ongoing Service Charge 1.0% of investment value initially costing £4,500 per annum	Ongoing Service Charge 0.85% of investment value initially costing £8,500 per annum

What is Included in Our Ongoing Review Service

As a minimum, our ongoing review service will provide a face to face, web, or telephone review meeting at least annually. We will contact you to arrange this. The review will include:

- ✓ A review of your attitude to risk to identify changes in your profile and to confirm the ongoing appropriateness of your portfolio against your attitude to risk.
- ✓ A review of your investment performance against your objectives and circumstances.
- ✓ An annual rebalancing of your portfolio, if required
- ✓ Annual valuation

Further details of our ongoing advice service are provided in the table below.

Using a Wrap Platform or Custodian

With the advance in technology it is possible to notionally combine products and hold them together on a Wrap Platform. A Wrap Platform is merely a benign structure for holding your pension and investment plans in one place and it is not a plan in its own right.

Holding your investments in this way will give you greater functionality and much wider choice of funds, structured products, direct equities and gilts. One of the main attractions is the ability to negotiate discounts on the purchase of funds which can be passed back to your account to improve growth or buy funds at an institutional rate. A simple example of this is a share dealing account where a nominee will hold the shares on your behalf rather than holding all the paper certificates yourself.

A platform is not suitable in all cases especially if your existing contracts have penalties or a tax charge would apply on surrender. It is possible for us to manage your assets either 'On Platform' or 'Off Platform' for the same charge but services will differ as per the service descriptions overleaf.

Ongoing Service Description	Opt-out of services	Off Platform with servicing	On Platform servicing
Access to an adviser by telephone at all times	✓	✓	✓
You will be able to call us for advice on your portfolio or any other financial matter at any time. If your nominated adviser is not available, you will be able to speak to another member of the team or request a call back within 48 hours.			
A face-to-face review or Web meeting upon any reasonable request	✓*	✓	✓
Almost all of your investment management is run from our office without the need to have a face to face meeting. However, we are comprehensive in our approach and would recommend regular reviews, with a minimum of one meeting per year, to ensure that our overall financial advice is consistent with your own goals and personal situation.			
Ongoing risk management	✗	✓	✓
We will monitor the overall risk of your portfolio against your own risk level. As we have our own in-house technology this can be done off platform and we can advise you when a change in your underlying holdings is required. This is dependent on your policy provider being able to deliver the necessary investment data and volatility records appropriately			
Ongoing tailoring to specific financial goals and objectives	✗	✓	✓
If you inform us that your goals have changed we will remodel your investment portfolio to match your new investment term, appetite for risk or capacity for loss.			
Use of the Concierge Wealth Management Client Portal	✗	✓	✓

The Concierge Wealth Management client portal acts like a central hub for all of your reporting requirements which means you will be able to access consolidated valuations and your platform holdings in real time. Off platform holdings may need to be valued manually.			
Scanning and 'Go Green' service			
Our scanning and go green service means that where possible we will ask providers for statements in PDF format and store these in your client portal. This will give you a paperless environment and access to your documents 24/7.			
Access to discretionary managed strategies			
Discretionary strategies include Exchange Traded Instruments such as direct equities and Exchange Traded funds (ETF's). Discretionary strategies can be expensive if bought on an advised basis in isolation. Aggregation is extremely efficient when all clients are able to purchase the same holdings at the same time and we can instruct the platform to do this on our behalf.			
Access to discounts on fund charges at institutional rates			
Concierge Wealth Management has access to certain discounts and institutional rates. Many of the initial charges on funds are removed completely; typically, this results in a 3-5% discount on charges.			
Access to real-time trading facilities			
This service allows you to buy or sell directly held equities which you can hold in your own ISA, General Investment Account or Self Invested Pension. We will take your instructions on an 'Execution Only basis'.			
Capital Gains Tax alerts and reporting (CGT)			
Our CGT service helps us to monitor your portfolio in real time and trigger alerts in order for us to manage taxation on your accounts. If this is not done each year, then a tax charge may become payable on the final sale of securities within your account. Please note that a further charge will be payable if you require a full tax report for submission to your accountant.			
Automatic and on-demand re-balancing of funds			
We will seek to maintain the original asset allocation and risk level of your portfolio by “rebalancing” your portfolio either automatically (for discretionary, on-platform accounts), or with your consent. If, however, your account is off-platform you will not benefit from the efficiency of bulk aggregation which applies to platform holdings, and extra dealing charges may apply.			
Access to third party specialist portfolios			
In addition to our own portfolios we also have access to some outstanding external discretionary managers. These portfolios are useful if you want direct equity, multi-currency or overseas exposure. Typically, these portfolios would be suitable for clients with over £200,000 and carry an additional fee.			

* Additional fees may apply.

Opting Out

You may decide to “opt-out” of any ongoing review service. Fees will continue to be applied up to the day that we receive your written or verbal confirmation that our ongoing service is no longer required. From this point on we will no longer provide the services detailed under the “Ongoing review Service” section of this agreement. You are free to do so, however, please take note of the following:

- If your financial circumstances, objectives and attitude to risk change over time, the structure of your investment portfolio may no longer be in your best interests
- As financial markets fluctuate, the way your assets are allocated in your portfolio may become unbalanced and ultimately expose you to more equity risk than you wish to accept
- Any negotiated discounts in respect of fund charges may cease should you opt out of ongoing services.

- If you use a Wrap Platform the provider may apply a charge if you do not have a nominated adviser on your account. Typically, this is 0.5% per annum
- We must be notified either verbally or in writing of your request to opt out of the ongoing review service

You may opt back into ongoing review services at any time.

Value Added Tax

As we act on your behalf as an intermediary our fees are presently exempt from VAT which means we do not usually have to make an additional charge of 20%. If we do have to charge you for a service which is subject to VAT, we will inform you in advance. Please note that where we charge you hourly for generic services the cost is always vat-able.

Client Declaration

This document represents our standard Terms of Engagement, upon which we intend to rely. For your own benefit and protection, you should read these terms carefully before signing below. If you do not understand any point please ask for further information.

Our typical charges are based on the scale of fees outlined above. This agreement is designed to confirm and formalise our discussion regarding the services we provide.

Where our charges are based upon a percentage of the initial investment amount and/or ongoing contract value, we will confirm the fee in specific monetary terms. For funds under management with an agreed percentage-based charge, please be aware that as the fund grows the charge will increase.

Where our charges are defined by an hourly rate, we will provide an estimate of the overall cost to you before proceeding.

You should seek legal advice in respect of your own specific requirements to ensure the validity of this agreement.

An invoice in respect of Professional Advice Fees will be raised upon completion of the initial service, to meet the cost of our services to you.

Initial & Execution fees; please select one of the following options;

Tick this box if you agree to proceed with chargeable advice services and understand that in signing this agreement you are indicating authorisation to proceed with research and analysis of your needs culminating in a written advice report. The cost for this service is 1% of the investment value (no less than £1,250) and becomes due on delivery of our advice report. We have agreed the investment value of £_____ and a total fee of £_____. Once we complete our work this fee is payable in full, or if partially completed, on a time costed basis as detailed in this agreement.	<input type="checkbox"/>
Tick this box if you agree to proceed with chargeable advice services and understand that in signing this agreement you are indicating authorisation to proceed with research and analysis of your needs culminating in a written advice report. You choose to proceed on an hourly fee basis and wish to cap our work to a maximum of £_____. You understand the fees are payable by you personally.	<input type="checkbox"/>
Tick this box if you wish to pay our fees by cheque/bank transfer.	<input type="checkbox"/>
Tick this box if you agree that our fees are to be deducted from your pension or investment (if available). You understand the fees are payable by you personally where this is not possible.	<input type="checkbox"/>

Ongoing Management Services; please opt in or out of ongoing services below;

Tick this box if you agree to pay our agreed fee for ongoing management services, by annual/monthly deduction from your investment, subject to availability from the provider(s). You understand the fees are payable by you personally where this is not possible. Where the ongoing charge equates to less than the minimum annual charge of £750 you will be invoiced at the point of review	<input type="checkbox"/>
Tick this box if you agree to pay our agreed fee for ongoing management services, by annual/monthly Standing Order.	<input type="checkbox"/>
Tick this box if you do not require any ongoing services. Your investments will not be kept under review, and any services you request in future may be subject to further charges.	<input type="checkbox"/>

Communications

Tick this box if you would like to use our 'Go Green' paperless service (you will need to maintain a current email address and notify us of any change).	<input type="checkbox"/>
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Customer Name(s)		
Customer signature(s)		
Date		